



CITY OF BURBANK

APPLICATION FOR APPOINTMENT TO CITY CLERK

CITY CLERK 12 JUN 1PM 3:34

Mr. ☒ Ms. ☒ Mrs. ☐
Name

McCAUGHEY PATRICIA O'FEE

Resident of Burbank for 22 Years

Burbank Registered Voter: Yes ☒ No ☒

Fax No. _____

****Pursuant to Charter Sections 800 and 810, no person shall be eligible to be City Clerk unless he/she is an elector of and actually lives in the City.**

Education:

SCHOOL	MAJOR	GRADUATION DATE & DEGREE
<u>University of New York at Albany</u>	<u>English</u>	<u>BA 1979</u>

Additional Pertinent Courses or Training: _____

Other Pertinent Skills, Experience or Interests: FMA - Facilities Management
Administrator; RPA - Real Property Administrator

Employment Information:

Present Occupation: N/A VP, Studio Services
Previous: Paramount Pictures
Name of Firm: _____
Address: 5555 Melrose Ave, Hollywood 90038
Telephone: 323-956-5000

Specify current or prior service on a City Board, Commission or Committee: - None

APPLICANT'S NAME: MCCALLUEY, PATRICIA O'YEE

List community activities in which you are involved:

Volunteers of the Burbank Animal Shelter – I am the Assistant to the Director of Training and the Training Coordinator for Happy Tails Training (obedience training). In addition to working with the animals, I teach one of the volunteer training courses, maintain the training database, organize training sessions and represent VBAS at community events (e.g., Burbank Fire Service Day, Earth Day, etc.).

Pacific Ballet Dance Theatre (formerly Media City Ballet) – I am the Secretary of the Board. My duties include preparing agendas, taking meeting notes, organizing meetings, maintaining company records, including articles of incorporation, by-laws, the company's seal, meeting notes, communications and agendas.

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position:

I am an experienced operations executive with proven track record of adding value through operational efficiencies, systems enhancements, and improved customer service. My organizational, analytical and communication skills will support the mission of the Office of the City Clerk.

I have spent the majority of my career at Paramount Pictures (20+ years), but I have experience in both the private and public sectors. I am a team player attentive to all stakeholders: customers, senior management, peers, and staff. In each of the positions I have held, organization, record-keeping and timely communication have been critical. In each position, I have found opportunities to improve processes, bringing efficiencies, improved service levels, and often, improved employee satisfaction. I have implemented document management systems, created databases to track operational information (e.g., child care center wait list, office moves, etc.). I believe in cultivating a productive and supportive environment in the workplace, fostering respect among my staff and with the population we serve.

What are your goals in serving as the City Clerk?

To support the City of Burbank and the Burbank City Council by performing the functions of the City Clerk with accuracy and efficiency.
To examine the functions of the Office of the City Clerk, seeking opportunities for efficiency, improvement, cost savings, waste reduction and "green" initiatives.
To support the staff of the Office of City Clerk, providing opportunities for staff to build their skill sets so that they may increase their contributions to the City of Burbank.

PLEASE NOTE THAT THIS APPLICATION BECOMES PUBLIC INFORMATION AND MAY BE AVAILABLE ON THE CITY'S WEBSITE.

I hereby certify that the information contained in this application and any accompanying documents is true and correct to the best of my knowledge.

5/31/12
Date

You are encouraged to attach additional pages, enclose a copy of your resume or submit supplemental information which you feel may assist the City Council in the evaluation of your application.

When completed mail/submit original to:

Office of the City Clerk
City of Burbank
275 East Olive Avenue
Burbank, California 91502

Patricia McCauley

Summary	Operations executive with proven record of adding value through operational efficiencies, automation & systems enhancements, and improved customer service. Versatile leader experienced in property management, facilities operations and administrative services. Results-oriented with history of achieving strategic goals while balancing operational, financial and service needs. Team player attentive to all stakeholders: customers, senior management, peers, and staff.	
Demonstrated Expertise	Process Re-engineering P&L Management Team Leadership Relationship Building & Management	Tenant Relations Strategic & Annual Planning Vendor Service Management Software Design & Implementation
Experience	1987-2010 Paramount Pictures, Hollywood, CA 2007-2010 VP, Studio Services Established, organized and directed Studio Services division providing leasing, occupancy planning, move coordination, office upkeep & renovation, food services, parking and other tenant services (child care, janitorial, fitness, printing and mail services, et al) to support a population of 2,500 to 6,000 on a 63 acre lot with over 2 million square feet of mixed use space, including over 800,000 rentable square feet of offices. Responsible for 23 operating budgets with revenue totaling \$40 million and operating income of \$20 million. Led 92 employees and 5 outsourced services. <ul style="list-style-type: none">▪ Developed occupancy plans and executed moves to relocate divisions from off lot locations to the Studio, saving \$2 million annually▪ Instituted business of renting offices to third party entertainment industry clients to fill vacancies created as a result of corporate downsizing. Negotiated above-market rent rates ranging from \$3.75 to \$5.20 per square foot fsg.▪ Consolidated and relocated furniture warehouse, saving \$75,000 in annual operating expense and creating a \$225,000 annual revenue opportunity▪ Developed lot-wide office and storage utilization plans to be used as guiding principals for future moves in order to optimize adjacencies, reduce multiple moves, and ensure best fit of space for departments and productions▪ Directed process improvements for tracking, reporting and escalating recurring tenant trouble calls 1998-2007 VP, Facilities Administration Directed all administrative and financial functions for Facilities Operations and Construction Management, including: call center, purchasing, warehouse operations, project and job cost tracking, policies & procedures, budgeting (operating & capital), accounting, planning, billing, administrative support, and financial & operational reporting. Directed division-wide procurement and managed vendor services. <ul style="list-style-type: none">▪ Consolidated Purchasing warehouse and Facilities warehouse, creating a one-stop shop, downsizing inventory and staff, and making additional storage space available for rental to productions▪ Created detailed analysis of operating cost per square foot of office space and per parking stall, creating the basis for analysis of profitability, establishment of appropriate rates, and bench marking▪ Improved both customer satisfaction and corporate controls by transitioning fulfillment of office supplies to outside company	

- Combined and cross-trained Facilities call center staff and Production Support clerical staff, reducing headcount and operating expense while improving customer service by establishing one place to call for service requests
- Directed financial and administrative functions for Telecommunications and Security departments, introducing zero-based budgeting and implementing improved time-keeping, scheduling, billing and financial reporting processes
- Oversaw implementation of new systems, established related procedures and administered user rights for those systems, including: document management, work authorization and billing, gate pass system, online billing detail and transition of phone usage billing from mainframe to web-based app

Earlier Positions:

1996-1998 Executive Director, Facilities Administration

1993-1996 Director, Facilities Administration

1991-1993 Manager, Facilities Services

Directed all systems, administrative and financial functions for Facilities Operations, including implementation and support of maintenance management and facilities management systems; call center operations; labor reporting; purchasing, budgeting, planning, billing; and financial and operational reporting and analysis.

- Managed design, development and implementation of proprietary facilities management system and associated interfaces
- Combined and cross-trained telephone operator staff and Facilities call center staff, reducing headcount and operating expense while improving response time and accommodating higher call volume resulting from occupancy of newly developed 100,000 sq ft of office space
- Key team member in implementation of maintenance management system (MAXIMO)
- Developed new intra- and interdepartmental processes to establish controls and to support automation; documented procedures, including time-keeping, purchasing, tenant move-in and move-out procedures
- Managed project to measure all office, manufacturing and storage space; recalculated square footage in accordance with BOMA standard
- Directed design and implementation of phone equipment tracking system; directed survey of equipment and automation of manual records for all lot phones
- Established Child Care Center eligibility verification process. Finalized guidelines in cooperation with HR.
- Automated Child Care Center wait list

Designations

From Building Owners and Management Institute (BOMI):

- Facilities Management Administrator (FMA)
- Real Property Administrator (RPA)

Organizations

Warner Bros. Toastmasters Club – VP, Public Relations

Pacific Ballet Dance Theatre – Board Secretary

Volunteers of the Burbank Animal Shelter – Asst. to the Director of Training; Training Coordinator

Education

BA, University of New York at Albany

May 31, 2012

Burbank City Council
c/o Office of the City Clerk
City of Burbank
275 E Olive Avenue
Burbank, CA 91502

Dear Burbank City Council:

I am excited to have the opportunity to apply for the position of City Clerk for the City of Burbank. My husband and I chose to buy our first home in Burbank 22 years ago, and we have been proud residents of this city ever since.

During my successful history as an operations executive, I have acquired experience and developed skills that align with the requirements of this position. I have held various positions of increasing responsibility over a 20+ year career in Studio Operations at Paramount Pictures. Earlier in my career, I worked for the State of New York where I became familiar with some aspects of government operations, including stringent procurement practices.

Throughout my career, I have added value by applying my organizational and analytical skills to bring about operational efficiencies, systems enhancements, and improved customer service. I look for ways to streamline processes and to meet the ever-present challenge to do more with less without sacrificing quality.

Most recently, I headed up Studio Services for Paramount Pictures where I was responsible for a number of administrative services and landlord functions. When I assumed this role, Studio Services was a newly created business unit (which subsequently was eliminated in a reorganization). In addition to managing the various businesses for which I was responsible, I also established the organization within the business unit and built a cohesive team. Among my responsibilities were: mail services; graphic services; office equipment purchase and rental; office leasing, space utilization planning and analysis; planning and oversight of office upkeep, renovation and tenant improvement projects; and parking management. My team supported a lot population ranging from 2,500 to 6,000 and serviced a campus environment with over 2 million square feet of mixed use space, including offices, manufacturing, storage and parking as well as several off-site office locations. Accurate records and efficient processes were essential to the success of the organization.

My supervisors and co-workers will attest that I am innovative, flexible, resourceful and a strong communicator. I am experienced in understanding and balancing the needs of the diverse stakeholders and their sometimes competing interests. I am always looking for ways to improve and streamline processes. I learn quickly, and I flourish in a collaborative environment. I thrive on contributing to the success of my supervisor, my team and my organization.

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May 31, 2012
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I would welcome the opportunity to discuss how I may contribute to the continuing success of the City of Burbank. I would be delighted to commit my skills and energies to the city I am happy to call home.

Thank you for your consideration. I look forward to speaking with you.

Sincerely,

ENC:
application
resumé